

FY08 SOMERVILLE BUDGET HEARINGS

Constituent Services

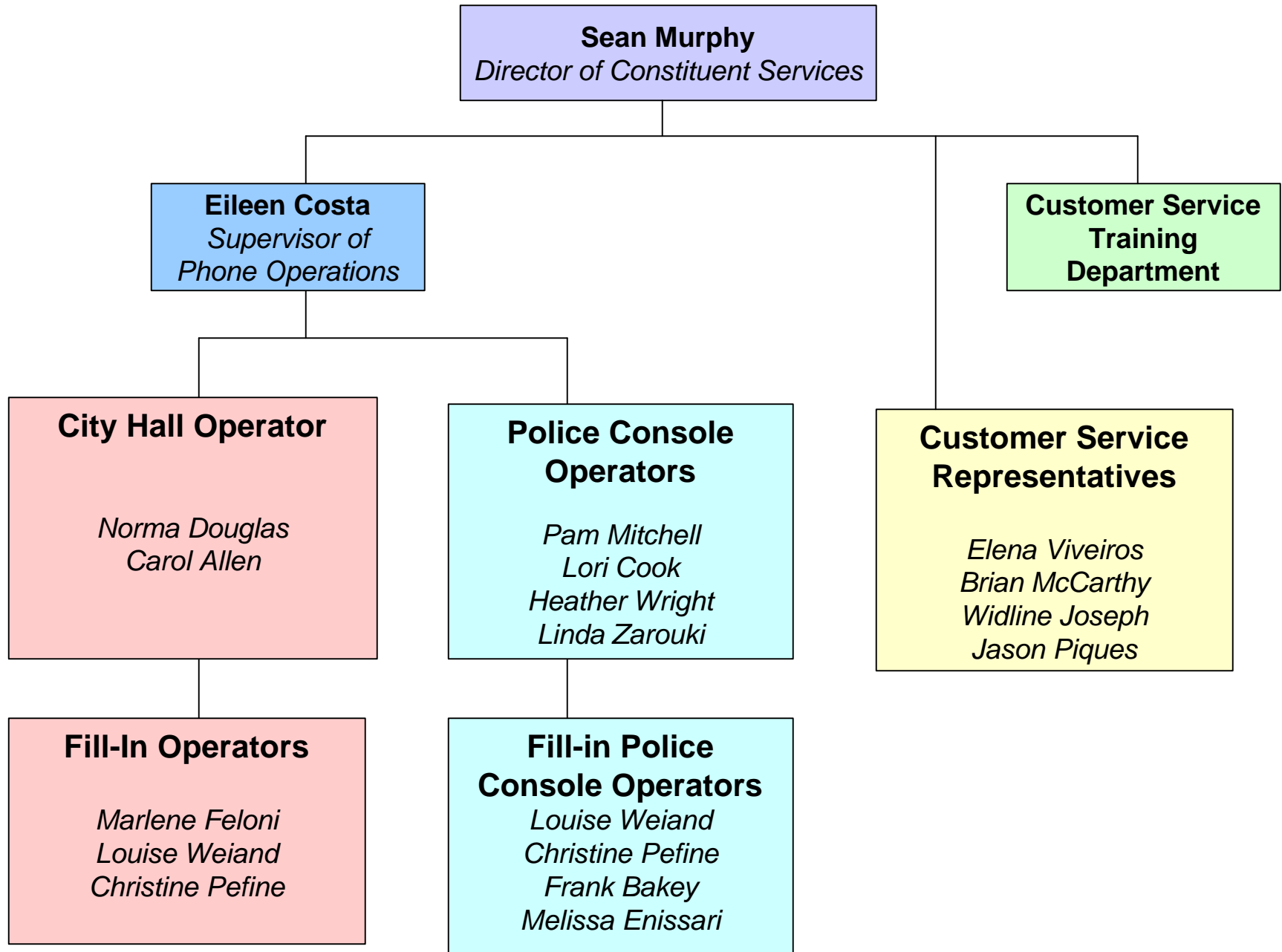
Sean Murphy,

Director of Constituent Services

June 19, 2007



1. Organizational Chart



2. FY07 Budget Goal Review

- Improve the City's overall customer service delivery through the training of front line staff and the migration of phone calls
- Create welcome kits for new residents
- Continue to assess DPW and T&P customer service systems and suggest any potential improvements

- 59 Employees were trained in FY07
- Of those asked, 100% would recommend the course to others.

Traffic & Parking

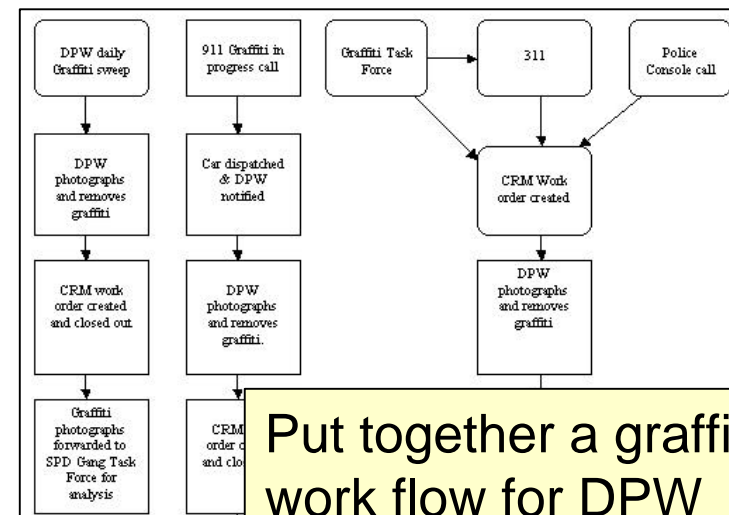
Special Permits

- **One-time event passes** (1 day) no charge

Special event passes can be obtained by residents in need of additional parking in close proximity to their primary residence to accommodate guests for a one time event. These events include but are not limited to weddings, graduations, faith celebrations and various other types of gatherings.

Restrictions do apply therefore we ask that you click on the below link and complete the information as much in advance of the event as possible. Traffic and Parking strives to accommodate all requests, however many factors need to be considered before final approval. Among these factors are available parking space, other coinciding events and other traffic issues.

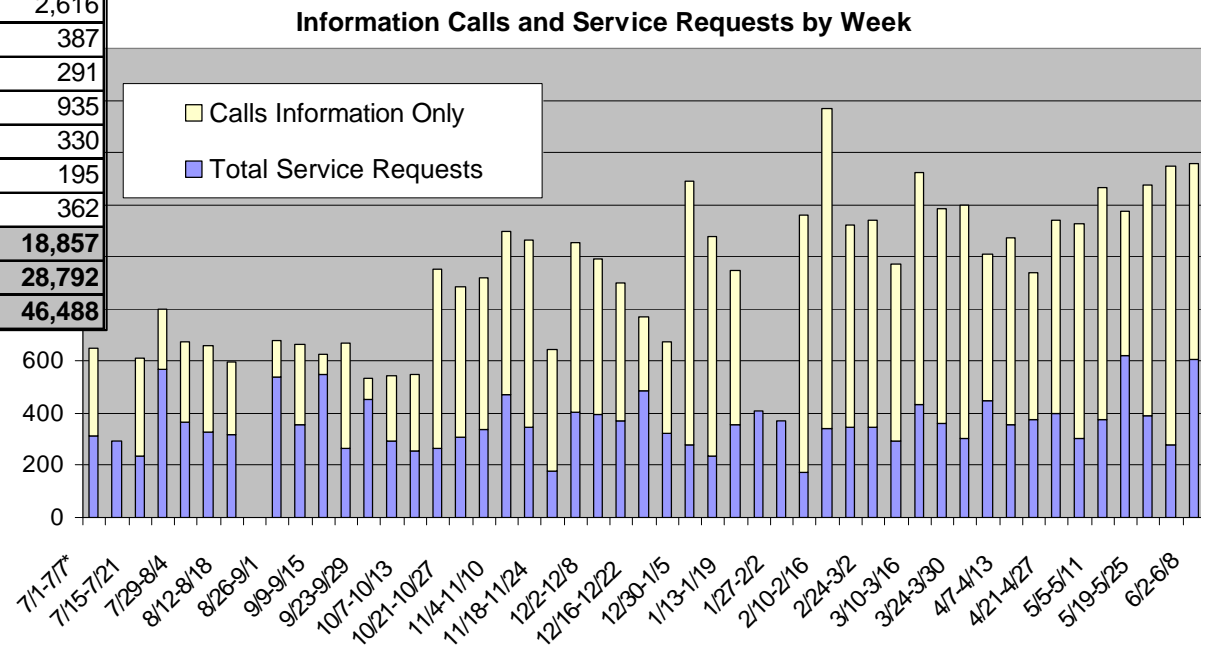
Facilitated the posting of T&P permits on-line



3. FY07 Budget Goal Review

- Accept all Traffic and Parking calls
- Prepare the 311 call center to accept all Health and ISD service requests

Calls to 311	Total (FY07 to 6/8/07)	Weekly Average	Projected Total
Sanitation	6,191	129	6,707
Highway	5,455	114	5,910
Graffiti	1,053	22	1,141
NSTAR	253	5	274
B&G	2,415	50	2,616
Water & Sewer	357	7	387
Health & Advocacy	269	6	291
T&P	863	18	935
Animal control	305	6	330
Other	180	4	195
CTY	334	7	362
Total Service Requests	17,406	363	18,857
Calls Information Only	26,577	554	28,792
Total Calls	42,912	894	46,488



**These numbers are under projected due to reporting outages during the Fiscal Year.*

4. FY07 Budget Goal Review

- Increase public awareness of 311 through marketing and outreach programs
- Continue to build the information database to include all City departments' information
- Expand operations to include all City information and service requests
- Expand the ability to reach 311 by continually activating new cell carriers as partners

Work Orders

7. Performance Data					
<p>Top 10 viewed FAQs & Satisfaction (7/1/06 to 4/20/07)</p> <p>Total FAQs = 167 Total Views = 14,163 Overall Satisfaction = 68%</p>					
Summary	Views	Yes or Somewhat		No	
		#	%	#	%
Which holidays will cause trash and recycling to be delayed?	753	68	73.8%	21	26.2%
What are the details of outside recycling in Somerville?	625	41	68.0%	16	30.0%
How do I appeal a parking ticket?	598	60	68.0%	27	31.0%
How can I dispose of a television or computer monitor?	522	34	70.8%	14	29.2%
How can I make my home robot proof?	365	27	71.1%	11	28.9%
How do I dispose of an old mattress?	364	21	70.0%	9	30.0%
How do I pay my bills online?	341	38	66.7%	19	33.3%
How can I obtain a copy of the City's parking regulations?	310	8	57.1%	6	42.9%
How do I obtain a records list?	308	7	70.0%	3	30.0%
Can extra trash be placed next to my barrel on trash day?	305	26	68.0%	14	36.0%

(7/1/06 to 4/20/07)	OPEN		CLOSED		Total Service Requests
	Open Service Requests	Avg. Days Open	Closed Service Requests	Avg Num Days Open	
Animal Control	16	153	159	1	175
Communications	32	73	22	1	54
Constituent Services	26	58	63	5	89
DPW	3	174	5	2	8
DPW - Administration	1	278	140	0	141
DPW - B&G	293	106	1,773	17	2,066
DPW - Cap Projects	11	191	6	4	17
DPW - Electric	22	175	125	4	147
DPW - Engineering	9	152	193	4	202
DPW - Highway	259	182	5,408	3	5,667
DPW - Sanitation	8	231	5,213	0	5,221
DPW - Water & Sewer	48	168	240	7	288
Health	18	69	191	6	209
ISD	3	267	5	0	8
Mayor	1	246	0	0	1
OSPCD	8	23	0	0	8
Police	2	246	0	0	2
Site Administrator	18	163	14	4	32
Traffic & Parking	19	42	504	6	523
TOTAL	797		14,061		14,858

5. FY08 Budget Goals

FY08 DEPARTMENT PRIORITIES:

1. Continue to increase public awareness of 311 through marketing and outreach programs
2. Continue to expand operations to include additional city departments in 311
3. Continue to build the information database to include all City departments information
4. Develop and implement a one-stop shopping welcome desk in city hall that allows transactions that are currently completed at other city buildings to be handled at city hall
5. Improve city's overall customer service delivery through the continuous training of front line staff
6. Ensure that the city's legacy phone systems are fully functional as the move toward VOIP phones continues

6. ACE Service Project

ACE Service Project: Accurate, Courteous, Easy Service from your City government.

“The mission of this project is to respond accurately and efficiently to constituent needs, while treating each customer with courtesy and respect, and constantly improving the ease of doing business with city government.” ~Mayor Joseph Curtatone, 2007 Midterm Address

In FY07 Constituent Services met the ACE goals by:

- Updating the City’s website on a daily basis
- Continually building the Knowledge database
- Conducting customer service training for front-line staff
- Providing a weekly Headset Gazette to City staff and posting them to the Intranet for ease of access

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In FY08 Constituent Services will continue to strive to meet the ACE goals by:

- Continuing to update the website and build the Knowledge database
- Providing customer service training for front-line staff
- Centralizing City services at a welcome desk at City Hall

8. Proposed FY08 Budget Changes

- Constituent Services is proposing the addition of 2 Customer Service Representatives. These additional positions will enable Constituent Services to:
 - Handle an increased call load
 - Staff a Welcome Desk at City Hall that will provide centralized City services
- Constituent Services is requesting \$4,000 in Office Furniture to build the Welcome Desk at City Hall.
- Constituent Services is requesting \$6,000 in Computer Equipment to purchase a self-service kiosk for City Hall.